



STATE OF MISSOURI
OFFICE OF ADMINISTRATION
DIVISION OF PURCHASING AND MATERIALS MANAGEMENT

**NOTIFICATION OF STATEWIDE CONTRACT
WIRELESS PAGING SERVICE**

ISSUE DATE: May 6 , 2005

CONTRACT PERIOD: March 12, 2005 through March 11, 2006

BUYER: Ted Wilson
573-751-1692
ted.wilson@oa.mo.gov

ALL PURCHASES MADE UNDER THIS CONTRACT MUST BE FOR **PUBLIC USE ONLY**.
PURCHASES FOR PERSONAL USE BY PUBLIC EMPLOYEES OR OFFICIALS ARE PROHIBITED.

THE USE OF THIS CONTRACT IS NOT MANDATORY.

This contract has been established for the convenience of state agencies. Local Purchase Authority may be used to purchase supplies/services included in this contract from an alternative source at the discretion of the agency.

Instructions for use of this contract, specifications, requirements, and pricing are attached.

CONTRACT NUMBER	VENDOR NUMBER	VENDOR CONTACT INFORMATION	MBE/WBE	COOP PROC.
C202065001	2236194460 1	Order Address: Arch Wireless 2080 Concourse Dr Saint Louis, MO 63146	NO	YES
	2236194460 3	Payment Address: Arch Wireless PO Box 660770 Dallas, TX 75266		
C202065002	4314072050 2	Order/Payment Address: Chariton Valley (TriStar) P O Box 898 Columbia, MO 65205-0898	NO	YES
C202065003	4312450750 0	Order/Payment Address: Midwest Paging P O Box 368 Purdy, MO 65734	NO	No
C202065004	4308375430 0	Order Address: Mobifone 1801 Main Kansas City, MO 64108	WBE	YES
	4308375430 1	Payment Address: Mobifone PO.O. Box 419322 Kansas City, MO 64141-6322		

STATEWIDE CONTRACT HISTORY

The following summarizes actions related to this Notification of Statewide Contract since its initial issuance. Any and all revisions have been incorporated into the attached document.

Contract Period	Issue Date	Summary of Changes
03/12/05-03/11/06	05/06/05	Added an additional point of contact for Arch
03/12/05-03/11/06	02/15/05	Renewed contract and deleted Todd Harrison as point of contact for Arch
03/12/04-03/11/05	11/02/04	Changed Chariton's point of contact
03/12/04-03/11/05	10/06/04	Corrected vendor number for Payment to Arch – mailing address, as reads, remains the same
03/12/04-03/11/05	07/20/04	Changed order address for Arch.
03/12/04-03/11/05	06/22/04	Changed telephone numbers for Arch and email addresses for Ted Wilson and Chris Wilson
03/12/04-03/11/05	03/04/04	Renewed contract and changed Ted Wilson's email address
03/12/03-03/11/04	11/21/03	Changed points of contact for Arch and OA/DIS
03/12/03-03/11/04	07/28/03	Change Chariton's vendor number
03/12/03-03/11/04	07/06/03	Added additional coverage areas for Midwest and Chariton Valley
03/12/03-03/11/04	04/03/03	Changed vendor number (order and pay) for Arch Wireless
03/12/03-03/11/04	03/24/03	Change contract title.
03/12/03-03/11/04	03/12/03	Initial issuance of new statewide contract.

GENERAL INFORMATION AND REQUIREMENTS

1. Purpose:

- 1.1 Four contracts were established for the acquisition of wireless paging communications services and devices, on an as needed, if needed basis for agencies located throughout the State of Missouri. The contract coverage area includes (5) five regions, statewide and nationwide for wireless paging services (Download Missouri Map - Contract By Region). Contractor and the coverage areas follows:

CONTRACT NUMBER	CONTRACTOR	REGION COVERAGE
C202065001	Arch Wireless	Region 1 - St. Louis Region 2 - Kansas City Statewide Nationwide
C202065002	Chariton Valley	Region 5 – Columbia/Jefferson City.
C202065003	Midwest Paging	Region 4 – Cape Girardeau
C202065004	Mobilfone	Region 3 - Springfield

1. **Contract Periods/Renewals:** The initial contract periods were March 12, 2003 through March 11, 2004. The contracts include three (3) additional one-year periods, or any portions thereof.

3. General Requirements:

- 2.0 The contractor shall provide all equipment, materials, and services necessary to provide wireless paging services for the State of Missouri, on an as needed, if needed basis in accordance with the requirements and provisions stated herein.
- 3.2 The contractor shall work directly with state agencies in setting up and maintaining accounts and orders.
- 3.3 The contractor shall provide the respective state agencies with support and/or training of equipment and services, as requested by the agency.
- 2.3 The contractor shall provide activation and disconnect service at no cost.

4. Service Requirements:

- 4.1 The contractor shall not disconnect or suspend services without written notification to the state agency.
- 4.2 The contractor shall provide wireless paging service twenty-four (24) hours per day, seven (7) days per week.
- 4.3 The contractor shall provide services to state owned pagers equipped with the frequency and signaling format of the specified contractor.

4. Features/Accessories:

- 5.1 The contractor must have available the following features for users to select in addition to the basic wireless paging service: 1) voicemail, 2) numeric retrieval, 3) internet alpha paging, 4) email alpha paging, 5) group paging, 6) custom greetings, and 7) personal toll free 800 number service.

6. Equipment Requirements:

- 5.0 All equipment provided shall be included in the service plan rates, shall be new or like new, the most recent version, and in current production. The contractor will replace, at no charge, all equipment that is lost, stolen or damaged.

5.0 The contractor must provide a wireless pager with clip or holster, at no charge, with the activation of a service plan which meets or exceeds each of the following specifications and includes all the components required for operations as described herein:

. **Pager Requirements for One-way Service:**

- Numeric Paging Equipment:
- Numeric display with tone alerts
- Numeric display with vibrates alert
- Low Battery alert
- Option to delete individual messages
- Message memory slots

. **Alphanumeric Paging Equipment:**

- Alphanumeric display with tone alerts
- Alphanumeric display with vibrates alert
- Low Battery alert
- Option to delete individual messages
- Message memory slots
- Multiple line display

. **Pager Requirements for Two-way Service: Alphanumeric Paging Equipment:**

- Alphanumeric display with tone alerts
- Alphanumeric display with vibrates alert
- Low Battery alert
- Option to delete individual messages
- Message memory slots
- Multiple line display
- QWERTY Keyboard

5.0 All equipment shall be provided ready to use, fully programmed and able to access wireless paging services in the specified coverage area.

7. Regional Paging Service Requirements: (Regions One through Five)

6.0 The contractor must provide numeric and alphanumeric one-way paging services in the proposed regions.

6.0 The regions are as shown in attachment 1 to this notice and shall be defined as follows for approximate territory coverage:

- Region 1 – St. Louis
- Region 2 – Kansas City
- Region 3 – Springfield
- Region 4 – Cape Girardeau
- Region 5 – Columbia/Jefferson City

6.0 The contractor shall include, as a minimum and at no cost, one local prefix for each proposed region or provide an 800 service at no cost.

8. Statewide Paging Service Requirements:

7.0 The contractor must provide numeric and alphanumeric one-way and alphanumeric two-way paging service for statewide service.

7.0 The contractor must include, at no charge, a toll free 800-pager number for the Statewide Service Plan.

1. Nationwide Paging Service Requirements:

- 1.0 The contractor must provide numeric and alphanumeric one-way and alphanumeric two-way paging service for nationwide service.
- 2.0 The contractor must include, at not charge, a toll free 800-pager number for the Nationwide Service Plan.

2. Substitutions:

- 1.0 The contractor shall not substitute any item(s) that has been awarded to the contractor without the prior written approval of the Division of Purchasing and Materials Management.

3. Replacement of Damaged Product:

- 1.0 The contractor shall be responsible for replacing any item received in damaged condition at no cost to the State of Missouri. This includes all shipping costs for returning non-functional items to the contractor for replacement.

4. Support:

- 1.0 Documentation: The contractor must supply the user documentation/operating manuals necessary to install, operate and maintain the products provided.
- 2.0 Service/Installation: The contractor must provide one service location within each proposed region or provide a mobile technical support unit. All orders must be completed within five (5) business days and all technical issues must be resolved within two (2) business days unless otherwise specified by the agency. Service/installation facilities must be located within the State of Missouri.
- 3.0 Training: The contractor shall provide training for the user of the unit. Training shall include instructions regarding proper use, operation, and care of equipment at no additional cost to the State of Missouri. Training may be offered in variety of ways, including but not limited to individualized/group "in person" training, teleconference or videoconference training, issuance of manuals, etc. The user may or may not elect to acquire training. The user may choose from among the contractor's training locations.
- 4.0 Delivery: The contractor must deliver all services/supplies not later than seven (7) business days after receipt of order, unless otherwise specified by the agency.
- 5.0 Maintenance, Warranty and Repair: Repair or replacement and return of equipment must be accomplished within 48 hours, excluding holidays and weekends, of receipt of the defective equipment by the contractor. Service facilities must be located within the State of Missouri. The contractor shall provide a toll free telephone number for users to report and resolve service and equipment problems.

0 Invoicing and Payment Requirements.

- 1.0 All equipment and services for each agency shall be included on a single invoice or invoiced by location at the discretion of the state agency.
- 2.0 Invoices must be available on hard copy.
- 3.0 The contractor will not release invoices outside of agency organizations without the prior approval of the agency.
- 4.0 All billing invoices must be itemized so that the commodity/service and cost of the commodity/service can be identified. All charges must make reference to supportive detail. The billing shall make reference to the end user agency, and should list the Contract Release Number.

- 5.0 The contractor shall include on all invoice receipts the contract number, the manufacturer's name, abbreviation, catalog/stock numbers, or other identifier as specified in the contract for purchased telecommunications equipment.
- 12.0 All billing invoices must include:
- Agency name
 - Division name
 - End user name or agency point of contact (if provided by agency)
 - Billing address
 - Pager(s) numbers
 - Type of service

CONTRACT C202065001 ARCH WIRELESS

1. COVERAGE AREA:

Arch Wireless will provide wireless paging service and equipment for Region 1 (St. Louis), Region 2 (Kansas City, Statewide and Nationwide services. (Download Coverage Map – Arch Wireless).

1. POINTS OF CONTACT:

Major Account Customer Service (New activations, cancellations and billing issues)

Phone: 800-933-2222

FAX: 877-351-0118

Email: SDMajorAccounts@arch.com

Major Account Collections (Billing issues not resolved by the Major Account Customer Service)

Wanda Lowery

866-366-6419

Email: Wanda.Lowery@arch.com

Priority Account Manager (Emergency Service)

Dwyla Greer

Phone 314-692-0153

FAX 314743-0530

Email: dwyla.greer@arch.com

Two way: 8773201127@archwireless.net

Bridget Burns

Customer Service for west side of the state, which includes Jefferson City, Columbia, Springfield, Kansas City and any area's surrounding these cities.

7211 W. 110th St.

Overland Park, KS 66210

800-472-8840 XT 8870

bridget.burns@usamobility.com

After Hours Outage Notification

800-453-9957

In the event users are experiencing a multiple pager outage, such as pagers not receiving, pager numbers ringing busy etc, during the evening hours and weekends. This call center will create a technical work ticket and provide both feedback and follow up notification.

NOTE: All Purchase Orders should be faxed to 314 - 317-3871 Attn: Robin Schneider

1. Region 1 (St. Louis) Service Plan:

SERVICE PLAN	Unit of Measure	Firm, Fixed Unit Price
One way Numeric Service (Includes a minimum of 500 pages)	Month	\$3.00
Charge for additional message	Each	\$0.25
One-way Alphanumeric Service (Includes a minimum of 500 pages)	Month	\$6.00
Charge for additional message	Each	\$0.25

1. Region 2 (Kansas City) Service Plan:

SERVICE PLAN	Unit of Measure	Firm, Fixed Unit Price
One way Numeric Service (Includes a minimum of 500 pages)	Month	\$3.00
Charge for additional message	Each	\$0.25
One-way Alphanumeric Service (Includes a minimum of 500 pages)	Month	\$6.00
Charge for additional message	Each	\$0.25

1. Statewide Service Plan:

SERVICE PLAN	Unit of Measure	Firm, Fixed Unit Price
One way Numeric Service (Includes a minimum of 500 pages)	Month	\$3.50
Charge for additional message	Each	\$0.25
One-way Alphanumeric Service (Includes a minimum of 500 pages)	Month	\$6.50
Charge for additional message	Each	\$0.25
Two-way Alphanumeric Service (Includes a minimum of 500 pages) Service exceeding 500 pages, number of messages included: 10,00 character, 1 character increments	Month	\$21.95
Charge for additional message	Each	\$0.00010

1. Nationwide Service Plan:

SERVICE PLAN	Unit of Measure	Firm, Fixed Unit Price
One way Numeric Service (Includes a minimum of 500 pages)	Month	\$16.95
Charge for additional message	Each	\$0.35
One-way Alphanumeric Service (Includes a minimum of 500 pages)	Month	\$28.95
Charge for additional message	Each	\$0.50
Two-way Alphanumeric Service (Includes a minimum of 500 pages) Service exceeding 500 pages, number of messages included:	Month	\$21.95

10,000 characters, 1 character increments		
Charge for additional message	Each	\$0.00010

1. Services and Features:

DESCRIPTION	UNIT OF MEASURE	UNIT PRICE
Voicemail – Page Mail – 10 msg/12 hr hold	Month	\$0.00
Voicemail – Page Mail Plus – 10 msg/ 24 hr hold	Month	\$1.00
Voicemail – Business Mail – 20 msg/72 hr hold	Month	\$2.00
Numeric Retrieval	Month	\$0.50
Internet Paging	Month	\$0.00
Email Paging	Month	\$0.00
Group Paging	Month	\$0.50
Custom Greeting	Month	\$0.50
Personal 800 Pager Number	Month	\$3.00
Second Pager Number	Month	\$1.00
News Information Services	Month	\$0.00
1.5 Way Paging Service	Month	\$10.95
Two Way Alphanumeric Additional Package		
25,000K Character Package	Month	\$23.95
75,000K Character Package	Month	\$29.45
250,000K Character Package	Month	\$35.45
Unlimited Character Package	Month	\$40.45
Two Way Alphanumeric/PDA Packages		
75,000K Character Package	Month	\$34.95
Unlimited Character Package	Month	\$39.95

1. Accessories:

DESCRIPTION	UNIT OF MEASURE	UNIT PRICE	INSTALLATION PRICE
Alphanumeric Messaging Device	Each	\$5.00	\$0 .00
Lanyards	Each	\$2.50	\$0 .00
Leather Cases	Each	\$5.00	\$0 .00
Synchronize with Corporate Email (i.e. Two-way services that provides corporate email systems synchronized with paging services)	Each	\$39.95	\$200.00

CONTRACT C202065002 CHARITON VALLEY

1. COVERAGE AREA:

Chariton Valley will provide wireless paging service and equipment for Region 5 (Columbia/Jefferson City).
(Download Coverage Map – Chariton Valley).

1. POINTS OF CONTACT:

Julia Winberry
604 Nebraska Ave.
Columbia, MO 65202
(573) 442-1147 Work
(573) 874-2845 fax
Email: jwinberry@cvalley.net

Doug Richardson
1918 Southridge Drive
Jefferson City, MO 65101
(573) 635-0106
Email: drichardson@cvalley.net

Darrell Lawrence
1918 Southridge Drive
Jefferson City, MO 65101
(573) 635-0106
Email: dlawrence@cvalley.net

OA/Division of Purchasing and Materials Management
Ted Wilson, Buyer (Contract Questions/Comments)
Phone: 573 751-1692
FAX: 573 751-7276
E-Mail: ted.wilson@oa.mo.gov

OA/Division of Information Management
Chris Wilson, Telecommunications Analyst (Contract Technical Questions/Comments)
Phone: 573-526-3831
FAX: 573-751-3299
E-Mail: chris.wilson@oa.mo.gov

1. Region 5 (Columbia/Jefferson City) Service Plan:

SERVICE PLAN	Unit of Measure	Firm, Fixed Unit Price
One way Numeric Service (Includes unlimited pages)	Month	\$4.95
Charge for additional message	Each	\$N/C
One-way Alphanumeric Service (Includes unlimited pages)	Month	\$6.00
Charge for additional message	Each	\$N/C

Optional Coverage Increase Coverage for Region 5:

ADDITIONAL COVERAGE	COST PER MONTH
One Additional Region	No Charge
St. Louis and Cape Girardeau Regions	\$2.00
Kansas City Region	\$2.00
Springfield Region	\$2.00
St. Louis, Cape Girardeau, Kansas City and Springfield Regions	\$2.00

2. Services and Features:

DESCRIPTION	UNIT OF MEASURE	UNIT PRICE
Voicemail	Month	\$2.00
Numeric Retrieval	Month	\$N/C
Internet Paging	Month	\$N/C
Email Paging	Month	\$2.00
Group Paging	Month	\$2.00
Custom Greeting	Month	\$N/C
Personal 800 Pager Number	Month	\$6.00
Second Pager Number	Month	\$.50
News Information Services	Month	\$2.00
Resend – allows end-user to have the last nine messages sent back to their pager once they get back within a chosen coverage area.	Month	\$1.00
800 Number w/ 4-digit Pin #	Month	\$N/C
Local Jeff City, Columbia & Lake Ozark #'s	Month	\$N/C
Additional Coverage Area	Month	\$2.00
Alphanumeric Page Transcription	Per Call	\$.50
Alphanumeric Paging Keyboard Device – Lease	Month	\$10.00

3. Accessories:

DESCRIPTION	UNIT OF MEASURE	UNIT PRICE	INSTALLATION PRICE
Alphanumeric Messaging Device	Each	\$175.00	\$10.00
Lanyards	Each	\$ 5.00	N/A
Leather Cases	Each	\$ 7.00	N/A

CONTRACT C202065003 MIDWEST PAGING

1. COVERAGE AREA:

Midwest Paging will provide wireless paging service and equipment for Region 4 (Cape Girardeau). (Download Coverage Map – Midwest).

2. POINTS OF CONTACT:

Sales and Service:

Tom Jackson

Phone 800-922-9282

Pager 800-946-2021

E-mail tom@midwestpaging.com

Billing:

Kristina Hayes

Phone 800-922-9282

Service Problems After Working Hours:

800-922-9282- answered by an operator who will contact the appropriate representative.

OA/Division of Purchasing and Materials Management

Ted Wilson, Buyer (Contract Questions/Comments)

Phone: 573-751-1692

FAX: 573-751-7276

E-Mail: ted.wilson@oa.mo.gov

OA/Division of Information Services

Chris Wilson, Telecommunications Analyst (Contract Technical Questions/Comments)

Phone: 573 -526-3831

FAX#: 573-751-3299

E-Mail: chris.wilson@oa.mo.gov

3. Region 4 (Cape Girardeau) Service Plan:

SERVICE PLAN	Unit of Measure	Firm, Fixed Unit Price
One way Numeric Service (Includes a minimum of 500 pages)	Month	\$4.90
Charge for additional message	Each	\$.03
One-way Alphanumeric Service (Includes a minimum of 500 pages)	Month	\$6.90
Charge for additional message	Each	\$.03

Optional Coverage Increase Coverage for Region 4:

ADDITIONAL COVERAGE AREA	COST PER MONTH
St. Louis Region	\$3.50
Kansas City Region	\$3.50
Springfield Region and Columbia/Jefferson City Region	\$3.50

4. Services and Features:

DESCRIPTION	UNIT OF MEASURE	UNIT PRICE
Voicemail	Month	\$3.75
Numeric Retrieval	Month	\$1.00
Internet Paging	Month	\$N/C
Email Paging	Month	\$2.00
Group Paging	Month	\$N/C
Custom Greeting	Month	\$1.00
Personal 800 Pager Number	Month	\$3.50
Second Pager Number	Month	\$1.00 for local number \$3.50 for 800 number
News Information Services	Month	\$N/C

4. Accessories:

DESCRIPTION	UNIT OF MEASURE	UNIT PRICE	INSTALLATION PRICE
Personal Computer Paging Software	Each	\$ 29.00	\$50.00 per hour**
Alphanumeric Messaging Device	Each	\$79.00*	\$50.00 per hour**
Lanyards	Each	\$ 5.00	\$N/A
Leather Cases	Each	\$12.00	\$N/A
Clips	Each	\$ 5.00	\$N/A
* Encoder is Motorola Quick Word			
**For on site installation phone assistance is at N/C			

CONTRACT C202065004 MOBILFONE

1. COVERAGE AREA:

Mobilfone will provide wireless paging service and equipment for Region 3 (Springfield). (Download Coverage Map – Mobilfone).

2. POINTS OF CONTACT:

Marilyn Phillips
Senior Account Representative
Phone: 816-221-2720
Cell 816-985-8975
Toll Free: 877 221-2720
FAX: 816 556-9119

Jeanette Philbrick
Administrative Coordinator
Phone: 816-221-2720
Cell 816-985-5755

Kathy Schoonover
Orders & Billing Questions
Phone: 816-221-2720

Curt Sims
Customer Care Manager
Phone: 816-221-2720

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OA/Division of Information Services
Chris Wilson, Telecommunications Analyst (Contract Technical Questions/Comments)
Phone: 573 -526-3831
FAX#: 573-751-3299
E-Mail: chris.wilson@oa.mo.gov

3. Region 4 (Springfield) Service Plan:

SERVICE PLAN	Unit of Measure	Firm, Fixed Unit Price
One way Numeric Service (Includes a minimum of 500 pages)	Month	\$3.25
Charge for additional message	Each	\$.25
One-way Alphanumeric Service (Includes a minimum of 500 pages)	Month	\$7.25
Charge for additional message	Each	\$.25

4. Services and Features:

DESCRIPTION	UNIT OF MEASURE	UNIT PRICE
Voicemail	Month	\$1.00
Numeric Retrieval	Month	\$1.00
Internet Paging	Month	N/C
Email Paging	Month	N/C
Group Paging	Month	\$2.00
Custom Greeting	Month	N/C
Personal 800 Pager Number	Month	\$2.00
Second Pager Number	Month	\$2.00
News Information Services	Month	N/C

5. Accessories:

DESCRIPTION	UNIT OF MEASURE	UNIT PRICE	INSTALLATION PRICE
Personal Computer Paging Software	Each	\$39.95	N/A
Alphanumeric Messaging Device	Each	\$99.95	N/A
Lanyards	Each	\$5.00	N/A
Clips	Each	\$3.00	N/A